

The How-To's of Accessing Community-Based Peer & Family Support

Office of Individual & Family Affairs (OIFA)

What Will I Learn Today?

What is Peer & Family Support Services?

The value of Peer & Family Support Services

What is a Peer and Family-run Organization (PFRO)?

How do I get connected to these services & supports?

Questions or need Support – Reah

What is Peer Support Services?

- Peer support is a behavioral health services available to Banner Health Plan members.
- Peer support services are for members who may need more individualized support than loved ones or community-based recovery groups may offer.
- Peer support is many things & often depends on the needs of the individual.
- Peer support services could include, but are not limited to:
 - Identifying needs, recovery or wellness goals;
 - Offering points of connection, reducing feelings of isolation;
 - Increasing knowledge & understanding of community-based resources;
 - Supporting the partnering with your healthcare providers;
 - Helping overcome barriers to care; and
 - Supporting whole-person health needs using:
 - Support groups;
 - Coaching & mentoring; and
 - Role modeling

What is Family Support Services?

- Do you support someone with a mental health and/or substance use challenge?
- Did you know that family members of individuals served by Banner Health Plans can also receive supportive services? **YES, you can!!!**
- It's called Parent/Family Support Services
- Parent/Family Support is a covered benefit & is available to primary care-givers of Banner Health Plan children & natural supports to adults.
- Parent/Family Support Services may involve, but are not limited to:
 - Connecting with others through groups or 1-on-1 support;
 - Learning & understanding mental health and/or substance use challenges;
 - Learning to develop healthy coping, self-care & advocacy skills;
 - Long-term planning for both your loved one and your family.

What is a Peer/Family-run Organization (PFRO's) ?

- Peer/Family-run organizations are service providers owned & operated by individuals with lived experience of mental health and/or substance use challenges.
- These organizations are in the community and provider support services.
- Here are just some of things you can find at a peer-run:
 - 1-on-1 support
 - Daily support groups
 - Social outings
 - Meals
 - Employment programs
 - Learning opportunities
 - Health & wellness programs
 - Community exercise
 - Creative arts
 - Advocacy & Resources
 - Meeting new people/connection
 - Personal Development & empowerment

****Extended hours and/or open on the weekends***



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How to Access Peer Supportive Services

As Easy As One... Two... Three...

#1: Contact them by phone

You or a loved one can call a Peer-run yourself & learn more about what services they offer OR

#2: Have your Case Manager reach out for you

Our Case Managers are well versed on all the Peer-run organizations & the services they offer

#3: Request to put on your service plan

Once you've requested the service, services should begin within 45 days.



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How to Access Family Supportive Services



Accessing Family Support

- Many agencies offer family support services
- You can choose with agency you would like to receive these services from!
- Peer-runs can also support family members of adults
- Some agencies use credentialed family members to provide support
- **What does Credentialed Family Support mean?**
The person who is supporting you has experience as a primary support for an adult with emotional, behavioral health or substance use challenges.

Accessing These Services

- Contact Customer Care at 800.582.8686
- Or the Office of Individual & Family Affairs at:
OIFATeam@bannerhealth.com
- Family or Friends can request supportive services, as long as the member has given permission.



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The Value of Peer & Family Support

- Increased self-esteem & confidence
- Increased sense of control & ability to bring about change
- Increased sense of hope & inspiration
- Increased engagement in self care & wellness
- Increased social support reducing hospital admission rates
- Decreased substance use & depression



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Questions



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Thank you message.

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